

EFS-Web Receipt date: 03/09/2004 INFORMATION DISCLOSURE CITATION <i>(Use several sheets if necessary)</i>	Docket Number (Optional) END920030163US1	Application Number
	Applicant(s) Guy J. Rackham	10796367 - GAU: 4143
	Filing Date Herewith	Group Art Unit

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
/NC/		5,745,878	04/28/1998	Hashimoto et al.	705	1	04/10/1995
/NC/		US 2002/0194053 A1	12/19/2002	Barrett et al.	705	10	06/15/2001

FOREIGN PATENT DOCUMENTS

	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

/NC/		Freeland, <u>The Ultimate CRM Handbook</u> , McGraw Hill, New York, 2003, Chapter 1, pp. 3-9

EXAMINER /Nadja Chong Cruz/	DATE CONSIDERED 02/04/2008
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.